



MATES STRONGER TOGETHER IN TOUGH TIMES

FACT SHEET

SETTING UP A MYGOV ACCOUNT

The federal government has released several measures to support workers impacted by COVID-19 who find themselves out of work.

Setting up a MyGov account to access financial support is the first step you'll need to either:

- » make a Jobseeker claim, or
- » apply for early superannuation withdrawal through the ATO.

Here's some tips to navigate this process.

1

Allow yourself some time to set up an account.

Chose a calm environment to work through the steps and make sure your internet connection is strong.

2

You'll also need a CRN (Customer Reference Number).

To gain a CRN press "*intention to claim*" on the MyGov website. A representative from Centrelink will call you back. Whilst you can try to call Centrelink directly the feedback MATES is receiving is that customers are facing long wait times on hold. The call back will come from a private blocked number.

3

If you have a partner, their income will also be assessed; however, asset testing has been waived due to COVID-19.

So keep in mind that support may not quite be what you expected.

4

Once you are set up, navigating the system will require some patience and sometimes making multiple claims for support.

Linking to accounts such as at the ATO and Centrelink through MyGov can be overwhelming, call MATES on 1300 642 111 for assistance if you need it to work through your claims.

Finding yourself out of work can be stressful and a challenging time. **Call the MATES hotline on 1300 642 111 if you need support** to get back on your feet or to find out about services that can help.

For more information: bit.ly/COVID-19Intentiontoclaim

MATES IS OPEN

**IF YOU NEED TO TALK OR NEED HELP,
PLEASE RING OUR 24/7 SUPPORT LINE 1300 642 111**

We have case managers and field staff available to speak with you, catch up if possible, and connect you to sources of help and assistance.

mates.org.au

PREVENTING SUICIDE IN THE CONSTRUCTION INDUSTRY